

Monitor

MODEL/ATOM II

A publication of the Missouri Department of Higher Education

April 30, 2004

Promissory Note Requests Need to be Complete

For those lenders and servicers who cannot submit promissory note verification requests electronically and are submitting these requests to ATOM staff at the MDHE or ASA, it is important to remember to submit ALL of the following information:

- ▶ Lender name
- ▶ Lender code and branch
- ▶ Borrower Social Security Number
- ▶ ASA LOA number for ATOM II loans
- ▶ Guarantec insurance number for ATOM loans

- ▶ Loan type (i.e., Subsidized Stafford, Unsubsidized Stafford, or PLUS)
- ▶ Borrower signature date

Also remember, promissory note verification requests can be submitted via fax, email (atom@dhe.mo.gov), or telephone to MDHE program specialists, Sherri Farris and Karen Cassmeyer, and ASA staff. Lenders or servicers wishing to submit ATOM II promissory note verification requests to ASA may contact Rosanna Cornelio at (800) 824-4893, ext. 4651.

Upgrade to Occur

ASA will upgrade MODEL Direct with new enhancements this week-end. As a result, MODEL Direct will only be available during the following dates and times:

- ▶ Friday, April 30 through 5:00 p.m. (CST)
- ▶ Saturday, May 1, 5:00 a.m. through Sunday, May 2, 5:00 a.m. (CST)

MODEL Direct will resume its normal schedule on Monday, May 3 at 7:00 a.m. (CST).



New Contact Sheet

The MDHE and ASA have updated the school and lender contact information guide for your continued convenience. A copy of the guide is included with this newsletter.



Last Issue!

With a successful conversion underway and a new system in place, this will be the last issue of the *MODEL/ATOM II Monitor*.

If any issues arise in the future, we will send email notification. The MDHE staff would like to thank our customers for their support as we made this transition.

Please remember to utilize both your MDHE and ASA contacts for any future questions or concerns. Previous issues of the *MODEL/ATOM II Monitor* will continue to be available on the MODEL web site.

[www.dhe.mo.gov/
model/index.htm](http://www.dhe.mo.gov/model/index.htm)

Designed to serve as a reference tool for our school and lender partners, the MODEL and ATOM II web site has a wealth of information regarding conversion including background information, frequently asked questions, contact information, training information, and more.

Check it out!



School Contact Information

SCHOOL CONTACTS BY TERRITORY

The staff listed below is trained to assist you with any loan processing questions, including

- profile changes,
- application questions,
- CommonLine file questions,
- loan updates/maintenance,
- forms ordering,
- user access (MODEL and Gateway),
- technical support, and
- any other items related to loan processing.

| Territory | Contact | Phone/Extension |
|-------------------------------|--|---|
| Southeastern (St. Louis) | Bassey Kooffreh bkooffreh@amsa.com | (800) 824-4893, x 4716 |
| | Dan Tavares dtavares@amsa.com | (800) 824-4893, x 3134 |
| | Krista Nettleton (MDHE) krista.nettleton@dhe.mo.gov | (636) 532-0610, x 4460 |
| Northwestern (Kansas City) | Marco Huertas mhuertas@amsa.com | (800) 824-4893, x 4714 |
| | Jennifer Thruston (MDHE) jennifer.thruston@dhe.mo.gov | (816) 235-5858 |
| Southwestern (Springfield) | Remi Ajao rajao@amsa.com | (800) 824-4893, x 4717 |
| | Jody Schwartz-Butrick (MDHE) jody.schwartz-butrick@dhe.mo.gov | (417) 425-8814 (Effective May 5, 2004) |
| Mid-Missouri (Jefferson City) | Dan Tavares dtavares@amsa.com | (800) 824-4893, x 3134 |
| | Kim Foley (MDHE) kim.foley@dhe.mo.gov | (573) 526-5718 |
| Department Supervisor | Dan Tavares dtavares@amsa.com | (800) 824-4893, x 3134 |

FORMS ORDERING

To order forms, including Stafford and PLUS MPNs, visit:

<http://members.printable.com/raintreegraphics/asa>.

GENERAL MAILING ADDRESS FOR MDHE OPERATIONS

MDHE c/o ASA
P.O. Box 55757
Boston, MA 02205

- Paper Applications (school certifications)
- Universal Change Form

ATOM II CONTACT LIST

| Name | Phone | Email |
|-----------------|----------------|--|
| Sherri Farris | (573) 526-7356 | sherri.farris@dhe.mo.gov |
| Theresa Schmitz | (573) 526-6693 | theresa.schmitz@dhe.mo.gov |
| Keith Broadus | (573) 522-0876 | keith.broadus@dhe.mo.gov |



Lender Contact Information

MDHE ORIGATION THROUGH CLAIMS-GUARANTOR PROCESSING
TELEPHONE: (800) 824-4893

GENERAL OPERATIONS MAILING ADDRESS

MDHE c/o ASA
P.O. Box 55757
Boston, MA 02205

- Paper pre-claim filing and or update reports
- Account maintenance
- Claim filing
- Lender manifest tapes cartridges

LVC FOR CONSOLIDATION

MDHE c/o ASA
P.O. Box 55754
Boston, MA 02205

GENERAL CONTACT INFORMATION

| Process | Contact Name | Telephone Number/Extension |
|---|---|----------------------------|
| CommonLine (CL) File Processing | Jonathan Duncan jduncan@amsa.com | (800) 824-4893, x 6103 |
| | Trent Watson twatson@amsa.com | (800) 824-4893, x 6160 |
| CAM File Processing | Erik Johnson ejohnson@amsa.com | (800) 824-4893, x 4658 |
| P-Note Validation Electronic File Questions. | Rosanna Cornelio cornelio@amsa.com | (800) 824-4893, x 4651 |
| Application Processing – application questions, P-Note Validation Updates Web User Access | Call Center | (800) 824-4893 |
| ATOM II | Theresa Schmitz theresa.schmitz@dhe.mo.gov | (573) 526-6693 |
| ATOM II | Keith Broadus keith.broadus@dhe.mo.gov | (573) 522-0876 |
| | Sherri Farris sherri.farris@dhe.mo.gov | (573) 526-7356 |
| Pre-claim File Processing | Maly Kapilian mkapilian@amsa.com | (800) 824-4893, x 4269 |
| Pre-claim Paper Adds/Updates | Brian Mazzoli bmazzoli@amsa.com | (800) 824-4893, x 4682 |
| Claim Processing (all claim type processing) | Al Lee clee@amsa.com | (800) 824-4893, x 4657 |
| Lender Manifest | Joanne Dempsey jdempsey@amsa.com | (800) 824-4893, x 4653 |

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| Customer Testing (CL, CAM, Gateway, P-NOTE FEED) | Brian Hamilton hamilton@amsa.com Rosanna Cornelio Cornelio@amsa.com | (800) 824-4893, x 4240 (800) 824-4893, x 4651 |
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